

CUSTOMER JOURNEY MAP

PLASMA DONOR APPLICATION

Team ID : PNT2022TMID31589

THE PLAMA DONOR APPLICATION SYSTEM IS USED TO CONNECT DONORS WHO IS INTERESTED TO DONATE PLASMA AND THE PATIENTS WHO REQUIRES PLASMA.

<div>● Phases</div> <div>High-level steps your user needs to accomplish from start to finish</div>	Whether the application is suitable for me	Whether the request reach the donor	Recipient gets plasma or not	Registering via this application is safe or not
<div>● Steps</div> <div>Detailed actions your user has to perform</div>	Register with their detailsUpload their medical documents	Donor waits for the mail to donate plasmaPatients search for plasma and find the donors	Ask the user to give reviewsTry applying to know about it	Explore in the web about similar applicationMaintain their body well to donate plasma
<div>● Feelings</div> <div>What your user might be thinking and feeling at the moment</div> <div>👍</div> <div>👎</div>	Excited to know about the working of plasma	Check with the reviews given by the users	Easy to know the location of patient	Happy to know about plasma donation
	Suspicious about the application	Impact of bad reviews	Are the details secure	What if the location of patients is not correct
<div>● Pain points</div> <div>Problems your user runs into</div>	Application safety	Loss of physical body health	Worrying about right or wrong	Donating plasma is painful
<div>● Opportunities</div> <div>Potential improvements or enhancements to the experience</div>	Explore various help given by the application to the user	Can the user be able to update the details	The user can book a slot for plasma donation	No need of in person registration

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